



VEHICLE TITLES AND REGISTRATION DIVISION • AUSTIN, TEXAS 78779-0001 • (512) 465-7611

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## **Registration and Title Bulletin # 35-00**

To: All County Tax Assessor-Collectors

Subject: New Procedures for Handling Title Rejections

### **PURPOSE**

The purpose of this bulletin is to provide new procedures for the handling of rejected title transactions.

### **DETAILS**

The following procedures apply to the rejection of title transactions from field auditors as well as transactions that the county determines as erroneous after the "voiding" period has expired:

- The Field Auditor or counties currently involved in the title examination process should stamp or legibly write the word "Rejection" in the lower portion of the Title Application Receipt (VTR-500-RTS).
- A photocopy of the VTR-500-RTS should be made and mailed in a separate envelope marked "Rejections" along with the title package report to the Title Control Systems (TCS) Branch. The original title transaction should remain at the county tax office until corrections are made.
- Once the photocopies of the VTR-500-RTS are received in TCS, the rejection remark will be entered into RTS.
- After the original title transaction is corrected it should be handled as a "Resubmit" and mailed to TCS accordingly. (Reminder: Title transactions that are corrected through the RTS Rejection Correction Event should remain in place with the other title transactions processed for the same day. Only transactions that cannot be corrected through RTS should be separated and sent in to TCS as a Resubmit.)

**Note:** This process is not to be used for a "stop" title request unless the title transaction has a valid rejection. Otherwise, a court order will still be required.

The Vehicle Title Manual is in the process of being revised to reflect the new procedures, and the applicable pages will be included in the next distribution of the Vehicle Title Manual Quarterly Revisions.

### **VTR CONTACT PERSONS**

If you have any questions concerning this bulletin, please contact your local TxDOT Vehicle Titles and Registration Division Regional Office. Thank you.

Sincerely,

*for* Jerry L. Dike, Director  
Vehicle Titles and  
Registration Division